

2152

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STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	09/998,910
Filing Date	November 30, 2001
First Named Inventor	Teng
Art Unit	2152
Examiner Name	
Attorney Docket Number	OBLX-01024US0

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NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		LEON, McAfee's NetTools Promises to Ease Network Desktop Diagnosis, InfoWorld, San Mateo, 7/24/1995, Vol. 17, Iss. 30, p. 53.	
		COONEY, IBM rolls out host- and server-based mgmt. apps, Network World, Framingham, 2/6/1995, Vol. 12, Iss. 6, pp. 6-7.	
		WALSH, Remedy releases three applications for help-desk suite, InfoWorld, San Mateo, 4/21/1997, Vol. 19, Iss. 16, p. 34.	
		SCHMERSAL, Testing to maintain service standards, Communications News, Nokomis, Mar. 1998, Vol. 35, Iss. 3, pp. 22-23.	
		MUSTHALER, The trouble with help desk selection, Network World, Framingham, Feb. 20, 1995, Vol. 12, Iss. 8, pp. 35-39.	
		Clear Trust, Unified Access Management, Securant Technologies, Inc., pp. 1-23, 1997.	
		SiteMinder Agent Operations, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Deployment Guide, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Policy Server Operations Guide, Version 4.0, Netegrity Inc., 1997	
		SiteMinder Developer's API Guide, Version 4.0, Netegrity Inc., 1997	

Examiner Signature		Date Considered	
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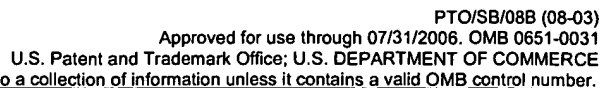
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Sheet	2	of	2
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